



## BEST PRACTICES

### Protocols

Ho'akā Mana's call to action: centering culture and community. In observing healing through crisis. We will share the use of culture as health value, indirect approaches, and a team-developed best practice and protocols to ensure both the safety and health of 'Ulu or Crisis Counselors and those they interact with.

- Authentic interactions of trust with workshops around art, culture & healing.
- Partnerships & Collaborations
- Health & Wellbeing of 'Ulu
- Listen to hear
- Kilo: Observe, Kaona: Hidden Meanings, Makawalu: Holistic Perspectives beyond a western context.



'OHANA CENTER  
OF EXCELLENCE



**Malu i Ka 'Ulu**  
THE HAWAII RESILIENCY PROJECT

HOAKAMANA.ORG

## MENTAL HEALTH SUPPORT & RESOURCES

### Implementing a Culturally Responsive Crisis Counseling Program (CCP) in Hawai'i

1. Cultural Protocols are required as first steps. See insert.
2. Embrace Cultural Concepts and Values of the Community.
3. Prioritize Community Engagement and Data Gathering
4. Deliver Culturally Responsive Services
5. Foster Collaborative Partnerships
6. Implement Trauma-Informed Care
7. Ensure Accessibility and Inclusivity
8. Promote Self-Care and Resilience
9. Cultivate a Supportive and Collaborative Workplace Environment





# MENTAL HEALTH SUPPORT & RESOURCES

**Aloha is Kuleana.  
Healing is Aloha.**

For more information and to learn how to best work with our approach, to culturally lived spaces, feel free to contact us at:

Admin@hoakamana.org  
Ulana@hoakamana.org  
HoakaMana.org  
PO Box 482278  
Kaunakakai, HI 96748

We are here to collaborate, educate, and aloha those who are open to embrace the Native Hawaiian Culture, it's values, and way of life. Mahalo.

## Entering into living cultural spaces

### Protocols

1. Connecting with an established organization, community leader, or elder ensures viability and sustainability.
  - a. Share your intentions, plan, and goals
  - b. How long you'll be there and what's the intent for longevity? \*Remember your time is fund-based and has an expiration, for others, it's a lifetime.
2. Receive the appropriate cultural training for ALL staff that will be in the community, inclusive of admin decision-makers, both formal & experiential. Humility builds trust.
3. Hire local and strengthen leaders so that when you leave, the work can continue.



'OHANA CENTER  
OF EXCELLENCE



**Malu i Ka 'Ulu**  
THE HAWAII RESILIENCY PROJECT

HOAKAMANA.ORG